Unable to connect to TTUnet wireless network on iPhone or iPad

Cause

Various

Solution

⚠️ TIP: If you connect to TTUnet Wi-Fi in one location and then move locations, your device may attempt to maintain its connection with the wireless access point at the previous location. This can result in a slow connection or the appearance that there is no connection at all. To resolve the problem, simply disable Wi-Fi on your device and enable it again (Steps 1 through 4 below). This will cause your device to re-establish a TTUnet connection using the closest access point.

1) Open the Settings app.

2) Tap Wi-Fi.
3) If Wi-Fi is turned on, slide the switch to the "off" position.

4) Slide the Wi-Fi switch back to the "on" position. Check to see if the issue has been resolved. If not, proceed to Step 5 for additional troubleshooting.
5) If you continue to experience connection problems, remove the network from your device. Then, follow the instructions to set up the connection again.

**TIP:** When you set up the connection again, try putting ttu in front of your username if you are a TTU user or ttuhsc in front of your username if you are an HSC user. For instance, a TTU user with the username jdoe would type ttu/jdoe as the username. If that does not work, TTU users can remove the network again and put their TechMail address as the username (e.g. john.doe@ttu.edu).

6) If you still cannot connect, try turning off your device and turning it back on again.

7) Try connecting again. If you cannot connect, you may consider going to Settings > General > Reset, and choosing the option to reset network settings on your device.

**CAUTION:** Using the reset network option will reset all network settings, including Bluetooth pairing records, Wi-Fi passwords, VPN connections, and APN settings.

**OUTCOME**

Your iPhone or iPad should be able to connect successfully to the TTUnet wireless network. If not, you may need to restore your device from a backup.

**Solution Properties**

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